

Feedback & Complants Guide



This document is written in an easy to understand way. We use pictures to help explain things.



This document has been written by Greenacres. When you see the word 'we', it means Greenacres.



This Easy Read document is a summary of another document.



You can ask for help to read this document. A friend, family member or support person may be able to help you.



You can also use an advocacy service.

Advocacy will work with you to help you speak up for yourself.



An advocate is on your side.

They will make sure you are heard and understood.



Advocacy is free and confidential.



We are a registered NDIS Provider and are committed to helping you exercise your rights.

We offer people lots of different services:



- day program services
- drop-in services
- After hours services
- employment services
- personal training through accredited fitness trainers (Chodat Fitness)

How to Make a Complaint or Give Feedback.



It is important that we receive feedback so we can know if we are doing a good job.



It is also important to know when there are problems.



It is important for us to know if you are not happy with the services you use.

Your feedback is important. If you aren't happy with our services, you can tell us.



It can help make services better for you and other people.

A blue rectangular form with the word 'Complaint' at the top, followed by five horizontal lines for text, and a 'Signature' label at the bottom right.

This is called a complaint.



Someone who makes a complaint is called a complainant.

5 main areas of complaints we can deal with are:



1. **Service access** – finding and using supports and services we offer

We will listen to complaints about:

- access to services we already offer
- not giving you a good reason why we won't provide you with a service
- not having enough services available.





2. **Service delivery** – our direct supports and services



We will listen to complaints about:

- Direct services we provide
- How well we provide these services



3. **Policy** – the way we do things



We will listen to complaints about:

- the service agreements, policies and procedures we have
- how well our staff follow our policies.



4. **Privacy** – how we handle personal information

We will listen to complaints about:



- how we collect your personal information
- how we use your personal information
- how secure we keep the personal information we collect
- your right to access the information we keep about you



5. **Staff** – how staff behave and how they treat people.

We will listen to complaints about:

- how Greenacres staff behave
- how well Greenacres staff treat you.



How We Take Care of Complaints

You can make a complaint in different ways:



- in writing

or



- by talking to us

Written complaints can be made by:



- writing a letter or filling out a complaint form and placing it into the feedback box, or handing it to a staff member



- writing an email and sending it to info@greenacres.net.au

Home > Contact Us

Get In Touch

To make an enquiry, provide feedback or make a complaint, please complete the form below or phone 1800 462 446.

2/14 Ridge Road, North Wollongong, NSW 2500

1800 462 446

info@greenacres.net.au

Connect with Greenacres

First Name*	Last Name*
<input type="text"/>	<input type="text"/>
Phone Number	Your Email*
<input type="text"/>	<input type="text"/>
Subject*	
<input type="text"/>	
Your Message	
<input type="text"/>	
<input type="button" value="Submit"/>	

- filling out the 'Contact Us' form on Greenacres website
<http://www.greenacres.net.au/>

You can tell us your complaint



- in person

or



- on the phone by calling;
Greenacres Head Office or asking to speak directly with the;
- ADE General Manager, John Harvey
- CLL General Manager, Grant Vukasinovic or
- ASK General Manager, Heather Marciano.



If you need help to make a complaint, we will find the best way for you.

Responding to a Complaint



We will let you know straight away that we have received your complaint.



We will respond to your complaint in the same way you gave it to us
e.g. if you send us an email, we will send you an email.



We will respond to your complaint within 5 days of receiving it.



If we can fix a complaint straight away, we will.

Working Out What You Expect



After we receive your complaint, we will contact you to find out:

- what you think should happen
- how long you think it should take



If the information we have is not clear, we will talk to you before we look into the complaint.



We will try our best to do what you need us to do.

Taking a Complaint Further



All complaints should be accepted and actioned by the staff member that receives the complaint.



Our staff will then document your complaint in Greenacres Complaints Register, so the best person to handle your complaint can be notified.



The best person is usually the person who looks after the service or the area the complaint is about.



Serious complaints should be taken straight to relevant Manager/Coordinator



Serious complaints might be about abuse or someone breaking the law.



If a complaint can't be taken care of immediately when the staff member receives the complaint, the General Manager will decide:

- what to do about it
- who will look into it
- and how we can improve our services and support.



It shouldn't take more than 20 days to resolve a complaint.



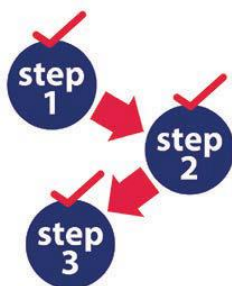
It might take longer than that if:

- we have trouble getting information
- the case is harder to solve than we expected.



We will let you know if there is a delay.
We will keep information about the delay in our records.

Closing a Complaint

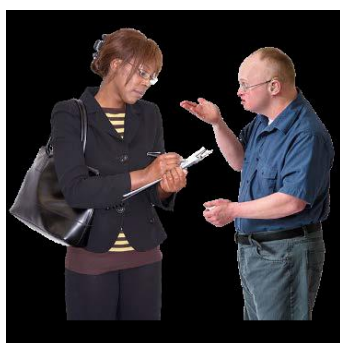


When we have gone through all the steps of the Guidelines, we will close the complaint



LIKELIHOOD	CONSEQUENCE (OUTCOME)			
	Catastrophic	Major	Moderate	Minor
Very likely	4	3	2	1
likely	3	2	1	0
unlikely	2	1	0	0
Very unlikely	1	0	0	0

We will record the outcome and improvement actions required in our complaints register.



We will tell you the outcome and how you can appeal the outcome if you are not happy with it



We will ask you for your feedback about how we handled your complaint.

Reviewing a Complaint



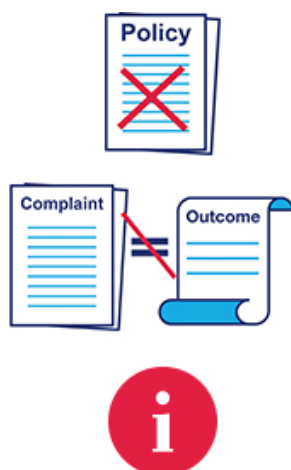
We can't always make you happy with the outcome of your complaint or give you everything you want.

If you're not happy, you can ask us to review our decision



The complaint will be reviewed by a General Manager who didn't take part in fixing the complaint the first time.

They should only change the outcome if it:



- didn't match what is in our policies
- was different from similar complaints made before
- brings up new information we didn't have the first time.





The NDIS Quality & Safeguards Commission has people who can look into complaints about NDIS Providers and people who work for them.



You can contact them if you don't like the outcome of the complaint you have made.



This is called an external review

What if I want to make a complaint about abuse?



Abuse is when someone hurts you.

Abuse is **never** ok.

It could be by:



- physical abuse - hurting your body
- emotional abuse - hurting your feelings or threatening you
- financial abuse - taking or controlling your money
- sexual abuse - does something to you in a sexual way that is not ok
- neglect - not looking after you properly





You can report abuse to the National Disability Abuse and Neglect Hotline.



Their phone number is 1800 880 052



You could also talk to the CEO of Greenacres, Chris Christodoulou if you have been abused.

The contact details of all the people we have talked about are listed here.



Illawarra Advocacy	4229 4999
Greenacres Head Office	1800 462 446
Greenacres ADE Services – John Harvey	1800 462 446
Greenacres CLL Services – Grant Vukasinovic	1800 462 446
Greenacres ASK Services - Heather Marciano	1800 462 446
Greenacres CEO – Chris Christodoulou	1800 462 446
NDIS Quality & Safeguard Commission	1800 035 544
National Disability Abuse & Neglect Hotline	1800 880 052